

LOCAL BOARD FOR WORKFORCE DEVELOPMENT AREA 5

REQUEST FOR PROPOSALS FOR WORKFORCE INNOVATION & OPPORTUNITY ACT

CAREER SERVICES for Youth, Adults and Dislocated Workers in Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie Counties in Tennessee

ISSUE DATE: May 19, 2017

RESPONSE DEADLINE: June 15, 2017 (email to WorkforceRFP@sedev.org)

FUNDING PERIOD: June 23, 2017 – June 30, 2018 or 2019

(Funding for a two-year period will be considered

or an extension of the one-year contract for up to four years, at the discretion of the funder)

Technical assistance concerning this Request for Proposals will be provided at a Bidder's Conference on Tuesday, May 30, 2017 at 10:00 a.m. at the American Job Center in Chattanooga. Prior to the Bidder's Conference, Questions may be submitted to email address: WorkforceRFP@sedev.org

This project is funded under an agreement with the State of Tennessee – TN Department of Labor and Workforce Development. Equal Opportunity Employer/Program. Auxiliary aids & services are available upon request to individuals with disabilities.

I. Background:

The purpose of this Request for Proposals (RFP) is to identify and fund organizations in the Southeast Tennessee region that will provide innovative programming and Career Services to Youth, Adults, and Dislocated Workers (as these groups are defined by the Workforce Innovation and Opportunity Act (WIOA), Title I).

This project will be funded under WIOA, a federal program funded through the U.S. Department of Labor and the State of Tennessee Department of Labor and Workforce Development. WIOA is a primary source of federal funds for workforce development activities throughout the nation; however, the legislation requires multiple partners to contribute to infrastructure, operations, and services. WIOA funds are awarded to the Chief Elected Officials (CEOs) of a Local Workforce Development Area (LWDA) to serve two primary customers: job seekers and businesses through a One-Stop system branded as the American Job Center (AJC) system. The intent of WIOA is to strengthen the workforce system through innovation and alignment of services to promote individual and economic growth, meeting the business and industry needs in the area. One of the main purposes is to assist individuals with barriers to employment in increasing their access to employment, education, training, and support so they may succeed in the labor market. The AJC network in a LWDA must include at least one AJC with services offered by all required partners and may include additional affiliate centers and/or access sites. A Local Workforce Development Board (LWDB), appointed by the CEOs and approved by the Governor, oversees the workforce system and activities in a LWDA. The LWDB is responsible for meeting performance goals negotiated with the TN Department of Labor and Workforce Development. To fully understand the work contained herein, a review of the WIOA final regulations is advised.

The Chief Elected Officials of LWDA 5 have appointed the Local Workforce Development Board (Area 5) to oversee workforce services in Bledsoe, Bradley, Hamilton, Marion, Meigs, McMinn, Polk, Rhea, and Sequatchie Counties. The LWDB Area 5 is a volunteer Board consisting of representatives of private sector employers, higher education, organized labor, non-profit organizations, and public entities. The LWDB Area 5, in consultation with the Chief Elected Officials, is responsible for the oversight and selection of providers to form partnerships with the Administrative Entity/Fiscal Agent, the Southeast Tennessee Development (SETD), in the delivery of Career Services elements for Out-of-School Youth specified in WIOA, Adults who are low income and face barriers to employment and Dislocated Workers who have lost their jobs due to no fault of their own. All communication regarding contract deliverables will be made through the Administrative Entity/Fiscal Agent (SETD) or designee, currently the Workforce Director at scowden@sedev.org.

Our Mission:

To drive innovative and transformational change in the development of the *region's* talent through focused delivery of quality services with integrity and flexibility. We collaborate with business, industry, economic development, and education to prepare and provide skilled workers and improve the standard of living in our communities.

Our Vision:

We are a dynamic and thriving region where prepared job seekers and quality career opportunities align with the needs and demands of business and industry.

Definitions:

Workforce Innovation and Opportunity Act (WIOA) – a federal program for workforce development activities that is administered by the State of Tennessee Department of Labor and Workforce Development through 13 LWDA's or Local Areas that are geographically designated by the Governor. For purposes of this RFP, the geographic area is LWDA 5.

State Workforce Development Board – Oversight and policy making board appointed by the Governor to oversee the system.

American Job Center (AJC) – A one stop center for job seekers and employers comprised of various service providers working to deliver seamless services.

Chief Elected Official – The lead elected official in each county within the LWDA that develops an agreement to designate the fiscal agent and the appropriate member of the LWDB per Section 107 (b) of WIOA. The agreement also designates a Lead Chief Local Elected Official that will serve as the Grant Recipient.

Local Workforce Development Board- Oversight and policy making board that is appointed by the Lead Chief Elected Official with multiple responsibilities as defined in WIOA, but inclusive of a provision that certain operators and service providers be competitively procured.

Fiscal Agent – Entity designated by the Chief Elected Officials who administers program funds, monitors, and contracts.

Administrative Entity - May be the same as the Fiscal Agent but performs additional functions beyond monitoring and contracting to include serving as Staff to the Board (LWDB).

One Stop Operator- Entity procured by the Local Board to functionally manage all AJC operation and staff from multiple providers.

Career Services Provider -Entity procured by the Local Board to provide staff to deliver Title I Career Services in the AJCs to targeted populations in cooperation with the Administrative Entity and Fiscal Agent.

RFP Summary and Roles:

This RFP contains three primary components of WIOA Career Services to include 1) Career Services for Adult and Dislocated Workers 2) Youth Services that are offered in the AJCs and 3) Business Services that complement the work of the Local Board. This is a staffing contract and all funds for other services will be retained by the administrative entity/fiscal agent. The provider will work with other partner organizations in the AJCs under day to day oversight by a One Stop Center Operator that was procured under a separate solicitation.

The role of the Career Services provider for Adult and Dislocated Worker Services is to hire and supervise staff to provide a comprehensive set of employment and training services to WIOA eligible Adults and Dislocated Workers, including those eligible for other partner programs listed on page 5 of this RFP.

The role of the Career Services provider for Youth Services is to hire and supervise staff to recruit and provide or refer WIOA eligible Out-of-School Youth to one or more of the 14 WIOA Youth Program elements. A primary emphasis of the program is work based learning opportunities, including paid work experience.

The role of the Business Services will be complementary to the employer engagement work that is initiated by the Local Workforce Development Board. The Administrative Entity will remain the primary contact for economic development as it relates to new and expanding industry and presentation of the workforce services available under the Board for the region.

The selected provider(s) will be held accountable for meeting the WIOA Performance Measures that are negotiated with the state by the LWDB and contained as Attachment D of this RFP.

II. Project Timeframe:

RFP Release	May 19, 2017
Notice of Intent to Apply (REQUIRED) Submit as Attachment A to Workforce RFP@sedev.org	May 26, 2017
Bidders Questions submitted via email	From: 5-16-2017 To: 5-26-2017 to workforceRFP@sedev.org
Bidder's Conference on Tuesday, May 30 at 10:00 a.m. at the Chattanooga American Job Center	May 30, 2017 10:00 a.m. American Job Center in Chattanooga
Proposal Deadline	June 15, 2017
Review Committee Approval	June 16, 2017
LWDB Approval	June 20, 2017
Anticipated contract Start Date	June 23, 2017

III. Eligible Applicants:

Any governmental office, educational institution, not-for-profit, or for-profit entity with a presence in the local area and accordance with Federal, State and local law, and in business for at least three years, may submit a proposal for consideration. Minority-owned and women-owned businesses are encouraged to apply. Consortium applications where multiple parties present a consolidated application are also allowable. Proposals will be accepted for all or part of the service area and may be awarded for all or part of the service area. For example, if an entity proposes to serve the entire area and a bidder proposing to serve a sub-set of the area is scored higher, the entity proposing the entire area may be awarded a sub-set of the area.

Additional Requirements – The State and local boards shall ensure that in carrying out activities under this title, partners:

- (a) will disclose any potential conflicts of interest arising from the relationships with training service providers or other service providers;
- (b) do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
- (c) comply with Federal regulation and procurement policies.

The LWDB will declare entities ineligible if they are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals. Respondents must comply with Title VI, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act to be eligible to propose. Ideal entities will offer expertise in delivering services to like populations so that referrals may be made to the other WIOA Core Partners for the services needed by the American Job Center customers.

IV. Funding and Contracting:

The LWDB will award funds to successful proposers to promote continuity and coordination of services identified in the RFP. The LWDB will award an initial contract to successful respondents effective June 23,

2017 through June 30, 2018 with an annual budget not to exceed \$1,600,000.00 (one million six hundred thousand dollars). Subject to performance of deliverables (reference Attachment D) and available funds, the selected partners may be eligible for up to four (4) 1-year extensions with a justified budget increase each year with evidence and based on available funding. All funding of this RFP is contingent upon the LWDB and partner agreement of fund availability.

If a contract is awarded, the submitted proposal will become part of the official contract file. Any commitments made in the proposal will be part of the contract and will be binding on the contractor. The contract awarded will be cost reimbursement. No expenses are reimbursable until a contract has been fully executed (signed by all parties). Monthly invoices are due by the 10th of the month for the previous month and must include documentation of WIOA participants served. Invoice will be paid within 30 days of receipt of approved documentation.

The Career Services provider may enter in subcontracts only with written approval of the funder. Competitive procurement is required for all services that benefit the public, Office of Management and Budget (OMB) Super Circular (2 CFR 200.330).

The issuance of this solicitation in no way commits the LWDB to pay any cost for the preparation and submission of a proposal. The Bidder assumes all costs of preparation of the proposal and any presentation necessary for the proposal process.

V. Delivery of Services:

The LWDB announces the release of a Request for Proposals to provide funding for staffing of Youth, Adult and Dislocated Worker Career Services in the following locations where Career Services staff will be housed:

American Job Center - Chattanooga—Eastgate Town Center
Address: 5600 Brainerd Road
City/State/Zip: Chattanooga, TN 37411
Phone: (423) 894-5354
Website: secareercenter.org

American Job Center - Athens
Address: TBD
City/State/Zip: Athens, TN 37303
Phone: (423) 745-2028
Website: secareercenter.org

American Job Center – Cleveland
Address: 3535 Adkisson Drive
City/State/Zip: Cleveland, TN 37312
Phone: (423) 790-5552
Website: secareercenter.org

American Job Center – Kimball - Marion Workforce Development
Address: 426 Battle Creek Road
City/State/Zip: South Pittsburg, TN 37380
Phone: (423) 837-9103
Website: secareercenter.org

American Job Center – Dayton Regional Skills Center
Address: 200 4th Avenue
City/State/Zip: Dayton, TN 37231
Phone: (423) 570-1107
Website: secareercenter.org

Onsite partners may include the following:

One Stop Operator
Title I Adult, Dislocated Worker, Youth – Career Services
Title II Adult Education
Title III Wagner Peyser
Title IV Vocational Rehabilitation
TANF (Temporary Assistance for Needy Families)
Veteran Services
TAA/TRA (Trade Assistance Act)
RESEA (Reemployment Services)
SNAP (Supplemental Nutrition Assistance Program)
Others

Staff hired to work for the provider in the above centers and in conjunction with the partners will deliver services that include recruitment and eligibility of customers, developing a service plan, referral to appropriate services, arranging for funding of direct training and/or support services and maintaining follow-up with the customer to track and assure performance. No direct training or support services funds are included in this RFP. All eligibility determinations, requests for support services, requests for training services will be approved and paid by the administrative entity/fiscal agent.

The administrative entity/fiscal agent will hold the lease on all AJCs and will provide dedicated office space and equipment for contractor staff. The five AJCs listed above have been certified by the Tennessee Department of Labor and Workforce Development. To maintain certification, all AJCs must have the equivalent of at least one full-time WIOA Title I staff member on site.

VI. Scope of Work:

The purpose of this Request for Proposals (RFP) is to identify and fund partners to provide Career Services to Youth, Adults and Dislocated Workers who seek services from the American Job Centers. The Local Workforce Development Board envisions a system where a One Stop Operator, also procured under a separate solicitation, will coordinate amongst the various onsite partners including the Career Services Provider(s) selected through this RFP. Youth, Adults and Dislocated Workers in the Southeast Tennessee region (Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie) are able to easily access a comprehensive and integrated set of education and training supports in partnership between the Administrative Entity (SETD) and referral contractors that offer unique expertise. These partnerships should increase the number of Youth, Adults and Dislocated Workers productively engaged in the workforce, thereby increasing self-sufficiency and reducing poverty.

The administrative entity/fiscal agent will provide grant funding with a maximum liability of \$1,600,000.00 (one million six hundred thousand) via a cost reimbursement contract, and seeks innovative proposals that reflect a clear approach to delivering Career Services through an appropriate number of staff per site listed on page 4 and as described below:

The Career Service staff engages the AJC customer through recruitment, interviews, certification, career counseling, job placement, education and training resources, credentialing, case management, and post-placement contacts; facilitates the customer's acquisition of formal and informal supports, necessary assessments, and activities and resources in order to obtain the skill sets for employment allowing the customer to move toward self-sufficiency; assists with activities related to the customer's job placement, employability and career development.

Duties and Responsibilities of Career Services Staff Include but are not limited to:

- Assist customers in computer lab/resource library who are engaged in job search
- Answer customer questions concerning AJC programs or services and/or refer to appropriate Career Center partner
- Recruit and refer customers for program participation
- Interview customers and collect information to determine program eligibility and certification
- Proficiently navigate VOS for data input, customer tracking and data updates
- Obtain required customer documentation, signatures and verification of other programs, selective service registration, etc.
- Engage customer in a career exploration process and guide customer in the decision-making process to identify employment goals and/or career path in order to develop a mutually agreed upon individual employment plan
- Provide assessments to identify customer needs when appropriate
- Assist with resume and interview preparation, and provide guidance regarding workplace expectations when appropriate
- Locate and contact employers to identify current and future job openings
- Review customer application/resume to match qualifications with employers' specifications and refer qualified applicant to interviews with prospective employer
- Conduct job placement and customer follow-up contact log in VOS
- Assess customer needs for social and financial supports and services; assist customer in accessing these services and identify other community resources offered by public and private agencies
- Determine utilization of On-the-Job Training program for customer and maintain talent pool list for appropriate program candidates
- Organize and maintain accurate and up-to-date customer folders to include all relevant information and documentation
- Process authorizations and commence activities in a timely manner for the purposes of tracking and invoicing using VOS

- Demonstrate professionalism in terms of meeting deadlines, follow-through with assignments and customers and completing all work accurately
- Answer employer questions concerning AJC programs or services available
- Represent the AJC System at community events such as local chamber of commerce meetings when appropriate
- Attend training functions and conferences when appropriate
- Engage in professional communication in all correspondence with supervisors, co-workers and customers
- All other duties as assigned

Recommended Requirements and Preferred Qualifications Include but are not limited to:

✓ Education and Experience:

Bachelor's Degree (B.A. or B.S.) or Associates Degree with two years of related experience and/or training; or equivalent combination of education and experience.

It is requested that strong consideration be given to staff who currently perform these duties in the AJCs who are being displaced due to the transition to WIOA and the requirement for competitive procurement. The Local Area has experienced great success and the talent available would ensure a smooth transition since they are already trained and meeting performance expectations.

✓ Language Skills

Ability to read, analyze and interpret general business information provided by professional journals, general media, and government (i.e. policies and procedures updates, labor trends, etc.). Ability to write reports, business correspondence and effectively present information and respond to questions from groups of managers, customers and the general public. A preference should be given to applicants with bi-lingual skills.

✓ Reasoning Ability

Ability to define and solve problems, collect data, establish factual framework, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagrammatic form and deal with abstract and concrete variables.

Recommended Benefits:

Health/Medical Insurance, Life Insurance, Retirement/Pension Plan, Paid Holidays, Accrued Annual and Sick Leave, Optional Dental, and Vision Insurance, Short and Long Term Disability Coverage and Deferred Compensation Plans.

Description of Career Services

- A. Targeting populations to be identified, determined eligible and then approved by the administrative entity/fiscal agent (SETD) include:

- I. Youth: An “Out-of-School Youth” shall be eligible to participate in these programs if such individual is:
- (i) Not attending any school (secondary or postsecondary) except Adult Education, Job Corps or Youthbuild programs;
 - (ii) Not younger than age 16 or older than age 24 at time of eligibility determination; and
 - (iii) One or more of the following:
 - (a) A school dropout at time of enrollment (Youth in alternative school are not considered drop outs)
 - (b) A Youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
 - (c) A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is:
 - (aa) basic skills deficient (see definition page 20)
 - (bb) an English language learner
 - (d) An individual who is subject to the juvenile or adult justice system
 - (e) A homeless individual, a homeless child or Youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under the Social Security Act, or in an out-of-home placement
 - (f) An individual who is pregnant or parenting
 - (g) A Youth who is an individual with a disability
 - (h) A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment
- II. Adult
- (i) MUST BE: 18 or older
 - (ii) WIOA mandates that “Priority” be given to the following groups:
 - (a) Recipients of public assistance
 - (b) Other low-income individuals
 - (c) Individuals who are basic skills deficient (must determine low-income status)
 - (iii) Priority MUST BE provided in the following order:
 - (a) Veterans who are in a priority group
 - (b) Non-Veterans who are in a priority group
 - (c) Veterans who are NOT in a priority group
 - (d) Non-Veterans who are NOT in a priority group
- III. Dislocated Worker – an individual who has lost their job due to no fault of their own as one of the following dislocations:
- (i) Termination, lay-off or notice
 - (ii) Permanent Closure
 - (iii) Self-Employed
 - (iv) Displaced Homemaker
 - (v) Spouse of a member of the Armed Forces on active duty
- IV. Additional Eligibility for Youth, Adults and Dislocated Workers
- Training services can only be provided if staff determine, after an interview, evaluation or assessment, AND career planning, that the individual:
- (i) Is unlikely or unable to obtain or retain self-sufficient employment OR

(ii) Is in-need of training services to obtain or retain self-sufficient employment and has the skills and qualification to successfully participate in the selected training program

B. Career Services to be delivered once eligibility determination is complete include Basic, Individualized and Follow-Up

I. Basic Career Services must be made available and include the following services:

- (i) Determination of eligibility
- (ii) Outreach, intake (including worker profiling) and orientation to information and other services available through the one stop delivery system
- (iii) Initial assessment of skill levels including literacy, numeracy, and English language proficiency as well as aptitudes, abilities (including skills gaps) and support services needs
- (iv) Labor exchange services as defined in WIOA sec. 3(23)
- (v) Referrals to and coordination of activities with other programs and services
- (vi) Workforce and labor market employment statistics information
- (vii) Performance information and program cost information on eligible training providers as collected and approved by the administrative entity/fiscal agent
- (viii) Information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures
- (ix) Information, in usable and understandable formats and languages, relating to the availability of supportive services as defined by the LWDB and paid by the administrative entity/fiscal agent
- (x) Information and assistance in filing claims for unemployment compensation
- (xi) Assistance in providing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA

II. Individualized Career Services must be made available if determined to be appropriate in order for an individual to obtain or retain employment:

- (i) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers
- (ii) Development of an individual employment plan
- (iii) Group counseling
- (iv) Individual counseling
- (v) Career planning
- (vi) Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct
- (vii) Internships and work experiences that are linked to careers
- (viii) Workforce preparation activities
- (ix) Financial literacy services
- (x) English language acquisition and integrated education and training programs

III. Follow Up Services must be provided, as appropriate, including:

- (i) Counseling regarding the workplace for those placed in unsubsidized employment
- (ii) For up to 12 months after the first day of employment

IV. Completion of required Career Services Documentation including:

- (i) Input into the Virtual One-Stop (VOS) participant management system to record participant eligibility, service strategy and related case management services to document requests for funding
- (ii) Submit funding requests to the administrative entity/fiscal agent for training and support services

C. Youth Services

In addition to the Career Services provided to all three targeted populations, the following will also be delivered specifically to Youth:

- I. **Alternative secondary school** offerings.
- II. **Paid and unpaid work experiences**, including summer employment opportunities, internships, pre-apprenticeship programs, job shadowing and on the job training opportunities; (employer engagement is to be coordinated with the Tennessee Career Center Business Services Team and paid by the Fiscal Agent)
- III. **Occupational skills training**, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations. (Proposing entity will support and arrange for training; however, fiscal agent will authorize and pay for services outside this solicitation).
- IV. **Supportive services** such as transportation assistance, childcare, work attire funding may be available based on the ISS and to be approved and paid by the Administrative Entity/Fiscal Agent.
- V. **Follow-up services** are required for a minimum 12-month period after the Youth has exited from the program.
- VI. **Comprehensive guidance and counseling** provides individualized counseling to participants. This includes drug and alcohol abuse counseling, mental health counseling, and referrals to partner programs, as appropriate.
- VII. **Entrepreneurial skills** training including, but not limited to, knowledge of start-up business models, writing business plans, financial management, basic accounting and finance principles, legal and risk management, marketing needs and planning, customer service, time management, HR issues, record keeping and taxes.
- VIII. **Education offered concurrently with and in the same context as workforce preparation** activities and training for a specific occupation or occupational cluster- this program element reflects the integrated education and training models and requires integrated education and training to occur concurrently and contextually with workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster or career pathway. (WIOA sec. 129(c)(2)(E)) To be approved and paid by the Administrative Entity/Fiscal Agent.
- IX. **Leadership development** opportunities which may include such activities as positive social behavior and soft skills, decision-making, teamwork, and other activities.
- X. **Services that provide labor market and employment information** about in-demand industry sectors and occupations
- XI. **Activities that help Youth prepare for and transition to post-secondary education and training**

Several other elements will be offered by community partners that were procured under a separate solicitation. The Career Services provider will make referrals for the following elements:

- I. **Tutoring, study skills training**, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential;
- II. **Adult mentoring** for a duration of at least twelve (12) months, that may occur both during and after program participation;
- III. **Financial literacy education** supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building or other savings goals

D. Business Services that are performed by the Career Services provider will be complementary to the employer engagement work that is initiated by the Local Workforce Development Board. The Administrative Entity/Staff to the Board will remain the primary contact for economic development as it relates to new and expanding industry and presentation of the workforce services available under the Board for the region.

The following are responsibilities of the Administrative Entity/Staff to the Board for which the Career Services Provider will be asked to assist, particularly as it relates to enrolling and case managing participants who receive these employer related training services:

- I. Services must be made available to local businesses, specifically labor exchange activities and labor market information.
- II. Recruitment services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered the one stop delivery system AJCs.
- III. Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas including:
 - (i) Job vacancy listings in labor market areas
 - (ii) Information on job skills necessary to obtain the vacancy jobs listed
 - (iii) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
- IV. Local Areas must establish and develop relationships and networks with large and small employers and their intermediaries.
- V. Local Areas must also develop, convene, or implement industry or sector partnerships.
- VI. Customized business services may be provided to employers, employer associations and are tailored to include:
 - (i) Customized screening and referral of qualified participants in training services to employers
 - (ii) Customized services to employers, employer associations or other such organizations on employment related issues
 - (iii) Customized recruitment events and related services for employers including targeted job fairs
 - (iv) Human resource consultation services, including but not limited to assistance with writing/reviewing job descriptions and employee handbooks, developing performance evaluation and personnel policies, creating orientation sessions for new workers, honing job interview techniques for efficiency and compliance, analyzing employee turnover or explaining labor laws to help employers comply with wage/hour and safety/health regulations
 - (v) Customized labor market information for specific employers, sectors, industries or clusters
 - (vi) Other similar customized services
- VII. Local Areas may also provide other business services and strategies that meet the workforce investment needs of area employers, in accordance with partner **programs'** statutory requirements and consistent with Federal cost principles. Allowable activities include, but are not limited to:
 - (i) Developing and implementing sector strategies
 - (ii) Customized assistance or referral for assistance in the development of registered apprenticeship programs
 - (iii) Developing and delivering innovative workforce investment services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized post-secondary credentials or other employer

- use, and other effective initiatives for meeting the workforce investment needs of area employers and workers
- (iv) Assistance to area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at risk firms, and the delivery of employment and training activities to address risk factors
- (v) The marketing of business services to appropriate area employers; including small and mid-sized employers and
- (vi) Assisting employers with accessing local, State and Federal tax credits

VIII. Prepare all technical assistance and documents to request funding for companies and participants including writing On-the-Job Training (OJT) and Incumbent Worker Training (IWT) Contracts, modifications and verifying eligibility. The Fiscal Agent will pay all invoices for OJT and IWT directly to the employer.

The following are the responsibilities of the Career Services Provider for Business Services under this RFP, in addition to assistance, as needed, with the above duties of the Administrative Entity/Staff to the Board:

- I. Assuring all appropriate eligibility and service strategy data is in VOS for verification by the Administrative Entity/Staff to the Board.
- II. Explain, promote, and administer assessments to employers and identified job seekers.

Collaborations Required for Grants that are Pursued by and Awarded to the Administrative Entity/Fiscal Agent

One of the roles of the Administrative Entity is to pursue additional workforce related grants to enhance opportunities for the regions job seekers and employers. Examples may include the Pathways to Prosperity (Career Pathways from TN Dept. of Education), Offender Re-entry, Youthbuild, Ticket to Work, SNAP and others.

As required under WIOA, the selected Career Services provider will be required to apply to be a part of the Social Security Administration's (SSA) Employment Network (EN). An EN is an entity that contracts with the Social Security Administration to either provide or coordinate the delivery of the necessary services to Social Security disability beneficiaries. The application process to become an EN is free. As part of the process, selected Career Services staff must complete a "Suitability" application, allow SSA to do a background check, and submit fingerprints to the SSA contact. Once the organization and its staff are approved, SS beneficiaries (SSI or SSDI benefits recipients) who desire to connect/reconnect with the workforce, will bring their ticket to work to the AJC. The EN Ticket2Work program is a fee-based program paid to the Career Services provider under the terms of the contract.

Another grant that has potential to be awarded during the next fiscal year cycle is the Tennessee Reconnect Communities Grant. If awarded, the Career Services provider will align with Drive to 55 relative to the Tennessee Reconnect Communities (TRC) program. If awarded by THEC, the provider will serve as a partner with the Local Workforce Development Board's TRC initiatives and each of the LWDA 5 AJCs will serve the needs of Tennessee adults pursuing credentials and will function as connecting-places; engaging institutions, local employers, local organizations, and learners alike. Furthermore, the provider will provide cubicle space for a Director (Chattanooga AJC) and four advisors in the other four AJCs located in LWDA 5 (Dayton, Kimball, Cleveland, and Athens).

VII. Requested Response:

A. Executive Summary

Provide a one (1) page summary of your agency's proposal, including organization's history, mission and vision, services being proposed and counties being proposed.

B. Relevant Experience (up to 30 points)

Describe your agency and its relevant experience working with area employers, WIA, WIOA and its workforce programs and/or experience in project management of similar programs in the Local Area. Include experience in implementing systems and/or processes across partner agencies and employers. Give examples of successes you have had working with multiple partners towards a common goal, local employers on recruitment and expansion efforts and examples of the success that your organization has had performing the services you are proposing to deliver. Include at least two (2) references who can verify experience, including at least one employer who can speak to collaborative efforts.

C. Approach to Work (up to 20 points)

The information provided in the Scope of Work, thoroughly describe how your agency will structure an approach to each of the required services, including, but not limited to: partner collaboration, within the entity and outreach/referral for enrollment and engagement with employers. The bidder should provide a plan or demonstrated expertise for working with both urban and rural communities based on the counties being proposed for services. Methods of measuring customer satisfaction and outcomes should be included in the narrative. Program design and service delivery models should clearly correlate to the vision and mission of the LWDB. Describe data and reporting system processes, tracking, and evaluating specific performance goals. Include a workflow/logistical model as an attachment.

D. Staffing/Project Management (up to 20 points)

Describe how this work will be staffed/managed. Identify the person or position in your organization who will be the primary staff person for the project or the job posting that will be used to acquire adequate staff. Ideally, organizations will provide a detailed description of the staff person's background or required qualifications for new hire. Include an organizational chart of the proposing agency and how the staffing of the proposal relates. If your agency is also a One-stop partner, please affirm that you understand that you may be required to sign an agreement with the LWDB and CEO to clarify how your organization will carry out its responsibilities while demonstrating compliance with WIOA regulations, OMB circulars and State policy.

E. Fiscal Accountability and Budget (up to 30 points)

Describe the agency's fiscal accountability system, including experience with managing multiple federal, state or private grants. Include a copy of the agency's most recent audit, financial history, and up-to-date taxes as an attachment to proposal. Provide an itemized budget to support the proposal, as Attachment B, including a narrative to explain all budgetary items.

VIII. Response Requirements & Format:

Each proposal should include the following required documents:

- Proposing Entity Information Form (Attachment A)
- Executive Summary (1 page limit)
- Narrative of Approach to Work (5 page limit)
- Budget & Budget Narrative (Attachment B)
- Organizational Chart of Proposing Entity
- Two (2) Letters or contact information for References, including one local employer
- Copy of most recent financial audit
- Signed Conflict of Interest Form (Attachment C)

Each proposal should meet the following format:

- Proposal should be emailed to workforceRFP@sedev.org with Subject: CAREER SERVICES RFP.Submission. It is the responsibility of the proposing agency to assure that the proposal is received prior to the deadline of June 15, 2017 at midnight. Late submissions will NOT be accepted.

IX. Evaluation and Award

Applications will be evaluated by a team of reviewers which may include Local Elected Officials, Board Members, staff and/or partners. An entity's failure to submit a complete proposal or to respond in whole to RFP requirements will result in the proposal being deemed non-responsive and thus ineligible for funding. A proposal may also be deemed "non-responsive" if the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP, or the proposal is clearly not within the scope of the project described and required in the RFP. The LWDB reserves the right to cancel this procurement at any time, for any reason.

The LWDB reserves the right to contract with any respondent that falls within the acceptable point range. All proposals will be scored according to the evaluation criteria included in section VII of this RFP. The LWDB is not required to contract with the entity receiving the highest average score as a result of the proposal review process. The contract will be awarded based on the most responsive bidder whose offer is most advantageous to the LWDB in terms of cost, functionality, and other factors specified in this RFP. The award may be negotiated at the discretion of the LWDB or made on the basis of the initial bid/offer received, without discussions or requests for best and final offers. Proposals with average reviewers scores below 70 of a possible 100 points will not be considered for funding. Proposals with average reviewers scores of less than ½ of allowable points on any component will not be considered for funding. Proposals that do not meet minimum standards will not be considered for funding.

Read this document carefully. Your proposal must conform in all respects to the requirements contained herein. Proposals that fail to meet any of these requirements will be found non-responsive and rejected.

X. Additional Information

A. Bidders Questions

A bidder's conference is scheduled for May 30, 2017 at 10:00 a.m. at the American Job Center in Chattanooga. Questions should be submitted prior via email to WorkforceRFP@sedev.org. It is the responsibility of the bidder to inquire about any requirements of this RFP that are not understood.

B. Oversight and Evaluation

The LWDB will monitor and evaluate the proposed entity to determine compliance and the quality service provided. External monitoring and evaluation may also be conducted periodically by the U.S. Department of Labor, Tennessee Department of Labor and Workforce Development, and any other agency that provides funding for the Youth Hybrid Partner contract.

C. Accessibility and Equal Opportunity

The LWDB is committed to equal access for all customers to all services. All contractors must ensure equal opportunity to all individuals. No individual in LWDA shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, sexual orientation, political affiliation, or belief. All entities are expected to demonstrate full compliance with the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and all other equal opportunity laws. This includes ensuring contract staff receive accessibility training, and may involve developing accessibility plans.

All respondents must ensure all written materials and communications include the statement: **“Reasonable accommodations and auxiliary equipment and services are available upon request.”**

D. Fiscal Review

The LWDB will also conduct a fiscal review of all qualified proposals. We will review proposal budgets, agency audits, and responses to questions related to fiscal operations. The LWDB reserves the right to review and request further information regarding the respondent’s financial situation, if not sufficiently outlined in the submitted audit(s). The LWDB reserves the right to assess the risk posed by any recent, current or potential litigation, court action, investigation, audit, bankruptcy, receivership, financial insolvency, merger, acquisition, or other event that might affect an organization’s ability to operate the requested program.

E. Past Performance Review

Through this process, The LWDB will review a respondent’s performance on any previous and/or existing grant agreement(s) as well as check references submitted from other grantors. Achievement of grant agreement outcomes, along with compliance with programmatic and fiscal guidelines and timelines will be evaluated. The review team will perform an in-depth evaluation of all responsive proposals based upon the criteria herein. Prior to its final funding decision, the LWDB may also: 1) meet with representatives of the responding entity to discuss the proposed program and budget; 2) identify and/or negotiate program or budget changes the responding entity must make as a condition of funding; and 3) identify other documentation the entity must provide as a condition of funding.

Respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers or principals. Respondents must comply with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act to be eligible for a contract.

The review team will recommend the final funding recommendations to the LWDB for final approval. Once approved by the board, the LWDB will initiate a contract agreement to the successful respondent(s).

F. Review Committee/Conflict of Interest

Each member of the Review Committee must have completed and signed a Conflict of Interest Disclosure Statement before participating in the scoring of proposals. Committee members are excluded from participating in discussion and rating of any RFP with which they have a conflict of interest.

No member of the board or other governing body, or representative of an entity who submits a proposal under this RFP may have any contact outside of the formal review process with any employee of the LWDB, or any member of the Board for purposes of discussing or lobbying on behalf of entity’s proposal. This contact includes written correspondence, telephone calls, personal meetings, email messages, or other kinds of personal contact. The LWDB will reject proposals of those entities who violate this condition.

G. Notice of Award

All respondents will be notified as to the award status. Unsuccessful respondents who wish to obtain information on the evaluation of the submitted proposal should submit a written request to the Local Workforce Development Board Area 5, at workforceRFP@se.dev.org . Unsuccessful respondents are encouraged to re-apply in subsequent funding cycles.

PROPOSING ENTITY INFORMATION FORM

Legal Name of Applicant Agency:

Headquarter Address:

City/State/Zip:

Website:

Secondary Address:

City/State/Zip:

Website:

Number of Years in Business:

FEIN #:

DUNS #:

Type of Organization: (check all that apply)

Higher Education

Employment Service State Agency (Wagner-Peyser)

Community-Based Organization

Non-Profit Organization Private For Profit Entity

Government Agency

Chamber of Commerce

Business Organization

Labor Organization

One-Stop Partner

Other (Explain)

Funding Amount Requested:

Contact Person:

Email Address & Phone Number:

Signatory Authority Name & Title:

Email Address & Phone Number:

Signatory Authority Signature

BUDGET FORM – Line Item Cost Reimbursement Option

Funds Available	Description of Services		\$1,600,000.00
Item of Expenditure	Career & Business Service Request	Out of School Youth Funds	Total Request
Salaries			
Fringe Benefits			
Travel			
Supplies			
Program Operating or Indirect Cost			
TOTAL			

Narrative: Please attach a narrative and/or chart in explanation of each line item in detail to justify cost. Examples of explanations include job titles, wage rate, hours worked/charged to grant, types of benefits and rates, estimated mileage/visits to locations, office and other supplies, and agency program operation or indirect cost.

Office space, furniture and equipment will be provided by the administrative entity/fiscal agent for an acceptable level of staffing. Staff will have dedicated office space at both comprehensive center and affiliate locations. Both locations will be considered the “official station” for purpose of travel. No travel expenses may be claimed for commute to/from “official station”. The Respondent should clearly identify how much time will be spent at the comprehensive centers and affiliates. Travel expenses may be claimed from the official station to affiliate and other work related locations. Tennessee State Mileage Rate is .47 cents per mile.

A computer, access to internet, printing and “hard line” phones will be provided at each location.

If an agency is requesting reimbursement for program indirect cost, an approved indirect rate proposal from the cognizant agency must be included with the proposal. Program indirect cost will be a part of the competitive bid and subject to negotiation.

CONFLICT OF INTEREST FORM

By submitting a proposal, the authorized signatory authority of the bidding entity certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the scope of work if the LWDB awards a contract. A conflict of interest would arise if any individual involved in the preparation of this proposal and delivery of services has a financial or other interest or would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The LWDB reserves the right to disqualify a bidding entity should a conflict of interest be discovered during the solicitation process.

Signatory Authority Name

Signature

Date

WIOA Performance Metrics	PY 2016 Negotiated Target	PY 2017 Negotiated Target
Adult		
Employment Rate 2 nd Quarter after exit	82%	82.5%
Employment Rate 4 th Quarter after exit	77%	77.5%
Median Earnings 2 nd Quarter after exit	\$6,600	\$6,700
Credential Attainment within 4 Quarters after exit	72.5%	73%
Dislocated Worker		
Employment Rate 2 nd Quarter after exit	85%	85.5%
Employment Rate 4 th Quarter after exit	81.5%	82%
Median Earnings 2 nd Quarter after exit	\$7,200	\$7,250
Credential Attainment within 4 Quarters after exit	76.5%	77%
Youth		
Employment Rate 2 nd Quarter after exit	76.1%	77%
Employment Rate 4 th Quarter after exit	78%	78.5%
Credential Attainment within 4 Quarters after exit	78.5%	79%